**DRAFT CLAIMS FOR DISCUSSION PURPOSES ONLY:**            SERIAL NO.
**09/944,676**

## BRIEF SUMMARY OF DISCUSSION TOPICS – PROPOSED CLAIMS

37.     (currently amended)    A computerized method for providing user support, the method comprising:

    (a)    passing, at an end-user computer, a navigation event from a first frame originating from a first domain to a second frame originating from a second domain, wherein the first domain and the second domain are separate from the end-user computer and subject to a consistent page domain requirement, wherein the first frame comprises a set of content;

    (b)    determining the present navigation location within the first frame using the navigation event;

    (c)    initiating an automated help session in the second frame, the automated help session corresponding to the determined present navigation location, wherein the automated help session is provided by an automated agent through the second frame;

    (d)    masking the set of content from the first frame such that the set of content appears to originate from the second domain;

    (e)    monitoring one or both of:

        (i)    a plurality of subsequent navigation locations of the end-user within the set of content of the first frame, or

        (ii)    a plurality of subsequent navigation events initiated by the end-user within the set of content of the first frame,

    wherein the act of monitoring comprises passing the one or both of a plurality of subsequent navigation locations or a plurality of subsequent navigation events to the second frame, wherein the act of monitoring is performed at least in part by the automated agent; and

    (f)    displaying the first frame and the second frame in a single web page at the end-user computer.

**IF YOU DO NOT RECEIVE ALL OF THE PAGES, PLEASE CALL (614) 559-7238 AS SOON AS POSSIBLE**

**FAX NUMBER: (513) 651-6981**
     **PAGE -2 -**

PAGE 2/4 * RCVD AT 10/14/2008 1:52:51 PM [Eastern Daylight Time] * SVR:USPTO-EFXRF-6/43 * DNIS:2738300 * CSID: * DURATION (mm-ss):00-54

<u>DRAFT CLAIMS FOR DISCUSSION PURPOSES ONLY:</u>                    SERIAL NO.
<u>09/944,676</u>

45.    (currently amended)   A computerized method for providing user support, the method comprising:

    (a)    passing, at an end-user computer, a navigation event from a first frame of a Web page originating from a first Internet domain to a second frame of the Web page originating from a second Internet domain, wherein the first Internet domain and the second Internet domain are distinct from the end-user computer, <u>wherein the Web page is subject to a consistent page domain requirement, wherein the first frame comprises a set of content;</u>

    (b)    determining the present navigation location within the first frame using the navigation event;

    (c)    receiving automated help session content from the second Internet domain;

    (d)    <u>masking the set of content from the first frame such that the set of content appears to originate from the second domain;</u>

    (e)    providing a help session in the second frame at the end-user computer, the automated help session corresponding to the determined present navigation location, wherein the automated help session is provided by an automated agent, wherein the act of providing a help session comprises one or both of:

        (i)    monitoring a plurality of subsequent navigation locations of the end-user within <u>the set of content in</u> the first frame, or

        (ii)    monitoring a plurality of subsequent navigation events initiated by the end-user within <u>the set of content in</u> the first frame; and

    (f)    displaying the first frame and the second frame in the Web page at the end-user computer.

**IF YOU DO NOT RECEIVE ALL OF THE PAGES, PLEASE CALL (614) 559-7238 AS SOON AS POSSIBLE**

**FAX NUMBER: (513) 651-6981**
      **PAGE -3 -**

PAGE 3/4 * RCVD AT 10/14/2008 1:52:51 PM [Eastern Daylight Time] * SVR:USPTO-EFXRF-6/43 * DNIS:2738300 * CSID: * DURATION (mm-ss):00-54

53.    (currently amended)   A computerized method for providing user support at an end-user's computer, the method comprising:

(a) _____passing, at the end-user's computer, a navigation event from a first frame originating from a first Internet domain to a second frame originating from a second Internet domain, wherein the first frame and the second frame are contained within a single Web page that is subject to a consistent page domain security requirement;

(b) _____determining the present navigation location within the first frame using the navigation event, wherein the present navigation location comprises at least one link;

(c) _____encoding the at least one link such that the at least one link appears to have originated from the second domain;

(d) _____providing an automated help session in the second frame at the end-user's computer, the automated help session corresponding to the determined present navigation location, wherein the automated help session is provided at least in part by an automated agent, wherein the act of providing an automated help session comprises:

(i)     monitoring navigation activities of the end-user within the first frame,

(ii)    passing data from the second frame to the first frame, and

(iii)   passing data from the first frame to the second frame; and

(e) _____displaying the first frame and the second frame in the single Web page at the end-user computer;

wherein the end-user's computer, the first Internet domain, and the second Internet domain are separate domains.

IF YOU DO NOT RECEIVE ALL OF THE PAGES, PLEASE CALL (614) 559-7238 AS SOON AS POSSIBLE

FAX NUMBER: (513) 651-6981
   PAGE -4 -

PAGE 4/4 * RCVD AT 10/14/2008 1:52:51 PM [Eastern Daylight Time] * SVR:USPTO-EFXRF-6/43 * DNIS:2738300 * CSID: * DURATION (mm-ss):00-54